Performance Measures

Five broad measures provide ongoing feedback around performance against our goals, and serve as the DTI success dashboard indicators.

1)   Project Performance Index
The extent to which our projects are on time, within budget and meeting customer specifications.

2)   Composite System Availability
The percentage of time our systems are up and trouble free.

3)   Customer Care Index
A combination of surveys and feedback measures assembled and monitored by our Customer Care Center.

4)   Security Index
A combination of disaster recovery and business recovery drill statistics in our customer organizations and within DTI.

5)   Employee Satisfaction Index
Periodic feedback based on employee surveys.